

Provider Deficiency Discovered Outside of Monitoring

Minor Infraction

Letter is sent to the provider, from ACS, detailing the deficiency and giving the provider 30 days to correct the deficiency and provide ACS with written documentation of the correction (usually a revised CC Enrollment Agreement). Provider is advised that, should documentation not be received, they will be referred to the State for further action.

Provider corrects the deficiency and provides written documentation of the correction within the specified time.

ACS verifies correction of the deficiency and informs DHH of correction.

No further action is taken

Documentation of correction is **not** received within the specified time period

Serious Infraction*

ACS notifies DHH of the deficiency. Letter is sent to the provider, from the State, detailing the deficiency and advising them that all **new linkages have ceased**. Provider has 10 days to correct the deficiency and provide the State with written documentation of the correction. Provider is advised that, should documentation not be received, the State will take further action,

Provider submits written documentation of the correction within the specified time.

ACS verifies correction of the deficiency and informs DHH of correction.

Suspension is lifted

Documentation of correction is not received within the specified time period

Provider receives a letter from DHH notifying them of their termination from the program, and their appeal rights

* A serious infraction is one in which the provider does not meet the standards of participation